Employee Self-Service Frequently Asked Questions

What is Employee Self-Service? Employee Self-Service (ESS) is an online tool that puts your personal, pay, tax and deduction information in the best hands – yours! ESS is available 24 hours a day, 7 days a week with real-time access to your records.

You can use ESS to:

- Update personal information, such as name, address, emergency contact and phone number
- View pay stub information from current to 24 months prior
- View W-2 information for past 7 years
- Change tax withholdings, Federal W-4
- View accruals

Where do I log in to ESS? Log in via City’s website, http://www.stcloud.org/, then under <City Government> <Departments><Human Resources> Click on “Employee Self-Service – ESS”.

First time user will click on “New User” on the upper left hand corner. Complete all of the required fields under “Create New User” then click on orange “Create New User” button. Be sure to answer the three security questions under your profile so that you may reset your password in the future. A confirmation email from “System Admin” will be sent to the email that you entered with a link to enable your user. Click on link to enable your account. You may then click on “Login” on the upper left hand corner. You will then be prompted to sign in with your e-mail address and password. Click on orange “Logon” button and follow the prompts to access your employee information.

What requirements are needed for my password? Password requirements are minimum of 6 characters, contain 1 number, contain an uppercase letter, and contain a lowercase letter.

How do I choose my own security question? You will need to select and answer three predefined security questions prior to selecting your own user defined security question. Click on “Add Another Question”, select “My Own Question” from question drop down selection and then enter your “User Defined Question” and answer to your security question.

What if I don’t know my employee ID#? Your employee ID # may be found on your City employee ID badge. There is no need to enter leading zeroes before your employee ID #.

Should I use my City email or my personal email account? Your personal email account is recommended. If you were to leave the City, your City email will be inactivated and consequently you will not have access to the ESS portal if your username is linked
to your City email. Former employees will still have access to the ESS portal for some features.

**Why do I need to enter Social Security Number (SSN) during registration process?**
Last 4 digits of your Social Security number is required because that is the key to finding the employee’s record in payroll along with your employee ID #.

**What if I don’t have access to a computer?**
As long as there is internet access, you may access ESS via your smartphone, your tablet, the Internet from home, or from any public place, such as a library.

**Is my information secure?**
All data on this site is encrypted and is PCI and PII compliant. It is hosted by Central Square and they are subject to audit. However, you also play a key role in protecting your information. Take all necessary precautions to protect your data while viewing or printing online and do not leave your computer screen unattended. Remember to log off the computer when you’re done to prevent others from accessing your personal information. In addition, do not share your user name and password with others.

**What if I need a copy of my pay stub?**
We will discontinue issuing pay stubs. If a paper stub is needed, you may print via a secure printer. To print your pay stub, select “Check Inquiry” and make your selection under “check number” and then click on blue printer icon on the upper right hand corner. If you currently receive a live check (non-direct deposit), you will continue to receive a live check.

**What if I find a discrepancy on my pay statement or have questions about the information being displayed?**
You should contact your Payroll Clerk with questions about your pay details and contact Human Resources with questions about your HR information.

**If I can see my pay stub online, are my funds available in the bank/financial institution?**
There will be no change to the day your funds become available. Your online pay stub may be viewable PRIOR to the pay date.

**What if I do not have direct deposit, will I still receive a pay check?**
Yes, you will continue to receive a live check with the stub attached, but will also be able to see your pay stub via ESS as well.

**What if I can’t remember my password?**
At “User Login” prompt, click on “Reset Password” and follow instructions to enter email address associated with ESS and select to either 1.) “Send email” to reset your password or 2.) “Answer security questions” to reset your password.

**How do I edit my Marital Status?**
You will select “Employee Info” and click on “Edit Employee Info”. Marital Status options are “M” for Married, “D” for Divorced, “S” for Single, and “U” for Unknown. Click on orange “Review Changes” button and then Click on orange “Submit” button.